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Gems Sensors & Controls, NA | One Cowles Road | Plainville, CT 06062-1198  
Telephone: 860.747.3000 | Fax: 860.747.4244 | www.GemsSensors.com

## IMPORTANT CPSC RECALL UPDATE

April 27, 2012

To: Customers with Gems 3100 Series Pressure Transducer in Fire Pump Controllers

From: Philip J Draper, Director of Engineering & Quality

Ref.: Gems 3100 Series Pressure Transducers in Fire Pump Controllers

Dear Valued Customer,

On April 24, 2012 the Consumer Product Safety Commission (CPSC) issued a [press release](#), CPSC #12-156, in cooperation with Gems Sensors (Gems), concerning the above referenced product. We, at Gems support and understand the importance of this notice. Gems would like to further clarify the information contained in the press release, to address confusion and concerns expressed by some customers.

The failure associated with the Transducer is not a sudden loss of function but rather a slow degradation of performance over many hours of continuous use with constant water pressure. The use of the transducer in non-water and/or fluctuating pressure applications has not shown the same potential problem.

All CPSC press release notices have the statement, *"Consumers should stop using recalled products immediately unless otherwise instructed."* This general statement does not supersede the more specific information in the **Remedy** section of CPSC's press release, which is tailored to each individual product.

In this case, the Remedy section of the press release advises end users to contact Gems for information about conducting two monthly inspections if using the 3100 Transducer in a fire pump controller application. The inspection procedure, which was reviewed by CPSC as part of the approved corrective action plan, entails comparing the digital output of the transducer with the analog readout of an installed gauge. These two readings should normally be within 5% of each other under normal circumstances. However, we are recommending a tighter tolerance of 2% between the two readings, assuming that the analog gauge is within its calibration. Should these readings be outside of the 2% tolerance in a fire pump controller application, Gems is offering a free replacement transducer. Absent such a shift, use of the Transducer may continue.

To arrange for a free replacement transducer please call Gems at (855) 877-9666 between 8 AM and 4:30 PM EST, Monday thru Friday. In addition, as noted in the press release, if you have any questions or if you are using a 3100 Transducer in another application in which water pressure is measured, please contact Gems at the number above to determine if your application is affected.

Finally, please note that Gems has developed a new transducer -- the Gems 3300 Series Pressure Transducer -- that will be provided as a replacement in connection with this corrective action program and to fill new orders. The 3300 Series Transducer is FM approved for use in fire pump controllers and will carry UL218 approval. It is a drop in replacement to the 3100 meeting fit, form and function of its predecessor.

We assure you we will work diligently to resolve your concerns.

Regards,

Philip J. Draper